

INFORMATION DISCLOSURE STATEMENT BY APPLICANT			Application Number	10/002,771	
			Filing Date	November 2, 2001	
			First Named Inventor	Toshio UENO	
			Group Art Unit	2165	
			Examiner Name	Thuy N. Pardo	
Sheet	1	of	1	Attorney Docket Number	01707/LH

U.S. PATENT DOCUMENTS

Exam. Incls*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
TP		5,197,005	A	SHWARTZ et al	03-23-1993	
TP		5,446,883	A	KIRKBRIDE et al	08-29-1995	
TP		5,964,891	A	CASWELL et al	10-12-1999	
TP		6,467,088	B1	ALSAFADI et al	10-15-2002	
TP		6,766,320	B1	WANG et al	07-20-2004	
TP		2001/0013063	A1	HALL et al	08-09-2001	

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Exam. Incls	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
TP		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS	01-11-2001		
TP		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature	<i>Thuy Pardo</i>					Date Considered	8/31/05	

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¹ Unique citation designation number. ² See Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Mark here if English translation is attached.

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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT OCT 15 2004 PATENT & TRADEMARK OFFICE		Application Number		10/002,771
		Filing Date		November 2, 2001
		First Named Inventor		Toshio UENO
		Group Art Unit		2175 2165
		Examiner Name		Thuy N. Pardo
1	of	1	Attorney Docket Number	OCT 25 2004 Technology Center 2100 01707/LH

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Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
TP		2002/0156692	A1	SQUEGLIA et al	10-24-2002	

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Exam. Inits ¹	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner Signature	<i>Thuy Pardo</i>	Date Considered	10/31/05
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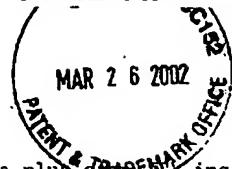
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Substitute for Form 1449A/PTO				Application Number	10/002,771
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	2175
				Examiner Name	<i>Jerry Park</i> RECEIVED
Sheet	1	of	2	Attorney Docket Number	01707/LH APR 24 2002

U.S. PATENT DOCUMENTS

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Exam Inits*	Cite No*	Offc	Document Number*	Kind Code*	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevan t Portion	T e
TP		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
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*English
language
Abstract onlyExaminer
SignatureDate
Considered

6/21/02

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				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	2175
				Examiner Name	RECEIVED APR 24 2002 Theresa Pardo Technology Center 2100
Sheet	2	of	2	Attorney Docket Number	01707/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials ¹	Citation No. ²	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			
TP		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO			
TP		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO			
TP		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
TP		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
TP		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
TP		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO			
Examiner Signature			Date Considered	6/21/02	

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		Filing Date	November 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2175
		Examiner Name	Not Yet Assigned THUY PARDO
Sheet	1	Attorney Docket Number	01707/LH

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Exam. Inits*	Cite No ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T
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Date Considered

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